Physical Part - Quiz1 (G.53)

1- If the customer calls us the 2nd call after 1 hour from 1st call and he has port time out on matrixand he has already an opened ticket for the port time out, and CCA found related outage on the IRS after adding port time out ticket :

a) Act according to the outage.
b) Act according to the created ticket for port time out and inform CST still within 2 hrs.
c) Act according to the created ticket for port time out and inform CST with No estimated time SLA.

2- If 'port time out' case exists while troubleshooting any other case, and there is no outage on IRS, the TTS action will be :

a) Ticket category will be according to the CST case
b) Ticket category Info Request and status Closed
c) Ticket category Info Request and status Waiting for CST

3- Ticket no. must be given to CST when his ticket will be escalated :

a) True
b) False

4- CST has Duplicated Matrix and called us 2nd time but found in IR created Duplicated Matrix but in wrong way.

a) Create another ticket in IR.
b) Don't create another ticket in IR.

5- If customer has a recorded message and he is a subscriber in TE-Duetto package CCA must Direct him to TE to check billing Issues.

a) True
b) False

6- The tool used to check customer history :

a) matrix

b) TTS
c) IRS

7- **Data Down case, customer has to connect from main outlet, and he does not know his main outlet:**

a) He should try all outlets.
b) He should consult a technician.
c) He should use the main wire instead of the main outlet

8- **CSTcalling us and complain that is no internet, then while troubleshooting, CST informed you that the only led off is PWR led and other leds are on,then you consider that the cst has power failure and informed him to check his CPE or his adapter :**

a) True
b) False

9- **If CST have 3 records in Matrix while searching by account No., then CCA will :**
a) Stop Troubleshooting and inform CST 2 hrs. SLA.
b) Create 2 duplicated records on IRs.
c) Create Only one Duplicated record on IRs.

10- **If the cst calling only 19777 the line go up otherwise the line is down**

a) Handle as cross connection
b) Handle as physical instability

11- **Customer is calling on Saturday 08:30 PM (within SLA) and mentions that his Data Down -problem has been solved and he told us that the ADSL service up according to ADSL LED on cpe, he wants to do configuration ,the CCA must be(note that the ticket was in IU Maintenance pool) :**

a) Advise customer not to troubleshoot the logical case till we are sure that the physical case has been solved, if he insist, I will configure normally and update the same ticket.
b) Should close the ticket with a screenshot from Matrix, and open a new ticket for the logical case.

12- **Customer has data instability, but he's not sure if the ADSL led is switched off when there's no Internet:**

a) I proceed as Logical Instability.
b) I proceed as Physical Instability.
c) I restart the CPE to determine the case.
d) I inform the customer to watch the ADSL led when there's no Internet and call back.

13- If the CST has no Data in matrix and he is installed in orders :

a) Agent should transfer cst to sales
b) Escalate the ticket to SLS
c) Inform CST to call us after 48 working hours

14- If CST tells us that the ADSL LED is up when picking up the phone and after closing the phone data still up 30 min then go down :

a. Troubleshoot as Physical instability (Time related).
b. Troubleshoot as Physical instability (Phone related).
c. Let CST check again and feed us back.
d. Let CST to call us from another no.

15- If the CST is 5 KM far from exchange and there is a clear update from IU that there are no solutions for his problem and also there is no other update or solution in the ticket, CCA should.

a. Ask CST to check with TE.
b. Ask CST to downgrade his speed.
c. Re-troubleshoot with CST
d. Renew SLA

16- CUSTOMER changed his Flat with Same ADSL Number & has "no Data in Matrix" Case will be directed to sales.

a. True
b. False

17- CST has Duplicated Matrix and called us 2nd time but found in IR created Duplicated Matrix but in comment handled and CST still has Duplicated Matrix.

a. Create another ticket in IR.
b. Don't Create another ticket in IR.

18- We don't create the delayed ticket when the ticket in the cc-second level pool and passed the agreed SLA without any update. :

a) True
b) False

19- IF the Matrix status is "port time out, besides, no outage found on IRs and TTS is not update with port time out in speed item, it is considered as port time out case .

a) True
b) False

20- what is the right action when we found this update (line is converted to Bergen)

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21- If there is update from IU that customer has Far3aat and still face same problem :

a) Agent should inform CST with Pending fixing TE SLA
b) Agent should Direct the customer to check with TE

- ***Describe the TTS for the following scenarios(Assume any missing data such as CST name, attainable speed, CPE type, line status within call …) :***

1- ***Scenario*** *(*CST inform you that **Voice isoff**, and data is up , Try to solve his problem, Assume that When you call his # on hold give you **ringing**, While you troubleshoot with the cst. you found that the problem need to escalate *)*, Write description to TTS, title, problem, status and closing reason if found.

2- ***Scenario*** *(*CST inform you that Internet is not stable as well & ADSL led is off when internet disconnected, Assume that the service work fine for 6 MIN and disconnect 5 MIN, also when you check Matrix you found operational speed is 973/254, attainable speed : 1000 , Assume that CST connect from Main wire to the splitter and there is a welding outside flat, found Rosetta in the main wire, need CST to check from Main line*)*, explain the full description as you create in ticket maker , also describe the TTS title, problem, status, closing reason if found and Write full script that you will say to CST in Arabic , note : consider that the speed still as it was.

3- ***Scenario*** *(*CST inform you internet is not stable, CST not sure from ADSL led status when service disconnects, you inform him to check and feed us back*)*, explain what you will write in the description, also describe the TTS title, problem, status and closing reason if found.